New Bus for London

Conductor Key Responsibilities and Duties

This document describes the principal responsibilities and duties for the second crew member ("conductor") for the New Bus for London. The purpose of this document is to enable operators to produce the job description for the role and prepare the necessary training, selection and recruitment activities.

Responsibilities

Ref.	***Description***
1	To be present at the open platform for the majority of the time except when other duties are being carried out.
2	Supervise boarding and alighting at the rear platform
3	Signal to the driver when boarding and alighting at bus stops at the rear platform has finished, and provide the open platform interlock
4	Undertake the daily conductor actions and checks in conjunction with the driver
5	Assist driver with the conversion of the bus to and from crewed mode
6	Provide assistance to wheelchair users or buggy users if required or requested when the bus is stationary at bus stops to assist with manoeuvring the wheelchair or buggy in the bay.
7	Compile defect, quality and incident reports
8	Provide general passenger assistance and route, travel, fares and tourist information as required • At any time
9	Provide visible presence to upper deck and lower deck customers by undertaking routine "patrols"
10	Implement routine fare validation activities